

Gulf Coast Educators Federal Credit Union Website Accessibility Policy

Gulf Coast Educators Federal Credit Union (“Gulf Coast Educators”) is committed to ensuring accessibility of its website for members, employees, and members of the general public with disabilities. All pages on the Gulf Coast Educators website will conform to the W3C WAI’s Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or its equivalent.

The credit union’s compliance officer is directed to establish procedures whereby members, employees, and residents may present a complaint regarding a violation of the Americans with Disabilities Act (ADA), Section 504 and Title II related to the accessibility of any official Gulf Coast Educators web presence which is developed by, maintained by, or offered through Gulf Coast Educators or third- party vendors and open sources.

With regard to the Gulf Coast Educators website and any official Gulf Coast Educators web presence which is developed by, maintained by, or offered through third party vendors and open sources, Gulf Coast Educators is committed to compliance with the provisions of the Americans with Disabilities Act (ADA), Section 504 and Title II so that members, employees, and members of the public with disabilities are able to independently acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as those without disabilities, with substantially equivalent ease of use; and that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any Gulf Coast Educators products, programs, services, and activities delivered online.

All existing web content produced by Gulf Coast Educators, and new, updated and existing web content provided by third-party developers, will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents. This Regulation applies to all new, updated, and existing web pages, as well as all web content produced or updated by Gulf Coast Educators or provided by third-party developers. The credit union’s marketing department will be responsible for reviewing and evaluating new material that is published by Gulf Coast Educators or any third-party vendors and uploaded to the website for accessibility on a periodic basis, and at least once per quarter. Any non-conforming webpages will be corrected in a timely manner.

A member, employee, or member of the public who wishes to submit a complaint or grievance regarding a violation of the Americans with Disabilities Act (ADA), Section 504 or Title II related to the accessibility of any Gulf Coast Educators web presence that is developed by, maintained by, or offered through Gulf Coast Educators, third party vendors, and/or open sources may complain directly to Gulf Coast Educators. The initial complaint or grievance should be made using the official Complaint Form. However, a verbal complaint or grievance may be made. When Gulf Coast Educators receives the information, it shall immediately inform the credit union’s compliance officer.

Whether or not a formal complaint or grievance is made, once Gulf Coast Educators has been notified of inaccessible content, effective communication shall be provided as soon as possible to the reporting party to provide access to the information. The Complainant should not have to wait for the investigation of the complaint to be concluded before receiving the information that he/she was unsuccessful in accessing.

Complaints should be submitted in writing, via email, or by completing the website complaint form. To file a complaint or grievance regarding the inaccessibility of Gulf Coast Educators public website content, the Complainant should submit a description of the problem, including:

- Name
- Address
- Date of the Complaint
- Description of the problem encountered
- Web address or location of the problem page
- Solution desired
- Contact information in case more details are needed (email and phone number)

The complaint or grievance will be investigated by the compliance officer or another person designated by the CEO or Board of Directors. The member, employee, or member of the public shall be contacted no later than five (5) working days following the date the website accessibility compliance officer receives the information. The procedures to be followed are:

- An investigation of the complaint shall be completed within fifteen (15) working days. Extension of the time line may only be approved by the CEO.
- The investigator shall prepare a written report of the findings and conclusions within five (5) working days of the completion of the investigation.
- The investigator shall contact the Complainant upon conclusion of the investigation to discuss the findings and conclusions and actions to be taken as a result of the investigation.
- A record of each complaint and grievance made pursuant to Board Policy shall be maintained at the Gulf Coast Educators office. The record shall include a copy of the complaint or grievance filed, report of findings from the investigation, and the disposition of the matter.